SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: TELECOMMUNICATIONS ANALYST

BASIC FUNCTION:

Under the direction of the Manager - Network and Technical Support Services, plan, design, configure, implement, evaluate, test and debug data/voice telecommunications networks and systems to meet the needs of the County Office; utilize specialized knowledge in telecommunications systems, data/voice communications, data networking, IP telephone, computer hardware and software systems, and skill in public relations, research and problem solving; manage, process and consult concerning the USAC Schools and Libraries Division E-rate program for the County Office and County Office districts.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:
Administer, configure, implement, evaluate, test, debug, troubleshoot, upgrade and maintain voice over IP phone system including Unified Communications Manager, Unity Voicemail, Emergency Responder, SA-Announce paging and scheduling system, Xmedius electronic fax system, E911, IP phones, routers, switches and gateways.

Manage, process and consult concerning the USAC Schools and Libraries Division E-rate program for the County Office and County Office districts; maintain current understanding of the complex E-rate program, effectively utilizing the E-rate program to obtain the most funding the County Office and districts; assist in determining the needs of the County Office and districts that E-rate can help meet; develop, evaluate, analyze and award bid/RFPs; facilitate contracts; complete and file required forms according to established timelines; respond to inquiries from vendors and USAC regarding discount eligibilities, funding, reimbursements, and delivery of equipment and services; maintain E-rate records, approval of technology plans, follow-up on applications submitted, responding to USAC requests for information; make effective use of the E-Rate funds available to the County Office and its districts.

Rules, regulations and procedures of the USAC E-Rate program including bidding and procurement process, eligibility and discount rate analysis, form preparation and application process, invoicing process and document retention and management.
Data communications and network design.
Switch, router and network installation, maintenance, programming and troubleshooting.
Data communications and network design.
State and Federal laws and regulations relating to telecommunications and data communications.
Information system terminology and telecommunications policies, procedures, and vendors.
Installation of data/voice communication networks, telephone systems, and related software and hardware.
Proper telephone etiquette and public relations skills.
Basic applications and capabilities of designated software, hardware, and operating systems for

LICENSES AND OTHER REQUIREMENTS:

Certification in Cisco Networking.
Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:
Indoor environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Hearing and speaking to exchange information.
Dexterity of hands and fingers to operate computer keyboard.
Seeing to perform assigned activities.
Sitting for extended periods of time.
Bending at the waist, kneeling or crouching.

Personnel Commission Approval: January 8, 2014

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Sheila Lopez   Date
Director-Classified Personnel Services